

**THE NAVAJO NATION**  
**Department of Personnel Management**  
**JOB VACANCY ANNOUNCEMENT**

REQUISITION NO: DHR01725249

DATE POSTED: 11/07/22

POSITION NO: 213928

CLOSING DATE: Open Until Filled

POSITION TITLE: **INFORMATION SYSTEMS TECHNICIAN**

DEPARTMENT NAME / WORKSITE: Navajo Nation Department of Retirement Services / Window Rock, Arizona

WORK DAYS: Monday - Friday REGULAR FULL TIME: ☒ GRADE/STEP: BX60A

WORK HOURS: 8:00 am-5:00 pm PART TIME: ☐ NO. OF HRS./WK.:                      \$ 34,264.08 PER ANNUM

SENSITIVE ☒ SEASONAL: ☐ DURATION :                      \$ 16.41 PER HOUR

NON-SENSITIVE ☐ TEMPORARY: ☐                     

**DUTIES AND RESPONSIBILITIES:**

Under direct supervision of the Plan Administrator, primary responsibility is to provide IT support to the department; perform routine duties involving the installation and maintenance of information system hardware, software and peripherals including desktop support, application support, telecom support and network support, printers and related equipment; Install and maintain equipment, printers and software such as operating systems, workstations, proprietary, software packages, networking equipment and software, query languages, information dissemination tools, electronic mail and data base management software; troubleshoots and diagnose equipment problems to ensure functional operation; install, test and configure hardware and software applications and programs; receive and respond to requests for assistance on desktop and computer related problems; evaluate nature of computer hardware and software problems; where possible, determines problem and assist users with resolution; refer to higher level technicians as required; locate vendors and arrange for shipment of equipment and/or parts as needed for repairs; prepare reports as required; maintain help desk, database; retrieve data and generate reports; produce help desk status reports; attend and participate in meetings; stay current and informed of new trends, technology and innovations in information technology, computer systems, support and applications; maintain an inventory of computer parts, devices, supplies and network equipment; monitor inventory levels. generate reports to provide census data to actuary, plan sponsors, investments and projects, perform other related work, as assigned

**QUALIFICATION REQUIREMENTS: (Education, Experience and Training)**

**Minimum Qualifications:**

- An Associate's degree in Computer Science or related field; with two (2) years of experience in information systems hardware and software installation and maintenance, network services, systems support or production support; or an equivalent combination of education and experience.

**Special Requirements:**

- Possess a valid state driver's license.

***(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)***

**Special Knowledge, Skills and Abilities:**

Knowledge of data processing and computer systems terminology; Knowledge of microcomputer hardware and software terminology; Knowledge of basic principles and practices of microcomputer hardware and software operations; Knowledge of basic methods and techniques of determining microcomputer hardware and software problems; Knowledge of methods and techniques of setting up computer production jobs; Knowledge of methods and techniques of data entry; Knowledge of personal computer hardware and software components; Knowledge of modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications; Knowledge of principles and procedures of record keeping; Skill in performing microcomputer help desk support duties; Skill in troubleshooting various computer hardware and software problems; Skill in understanding and following oral and written instructions; Skill in communicating clearly and concisely, both orally and in writing. Some Contracts/Grant management experience; Proficient in Microsoft Office applications; FMIS/HRIS Certified (If not certified, must be certified within one year of hire date); 6B Rollout for Procurement; Purchase Card user.

**THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.**